

Effective Date: 28 February 2022

Name of Service: Singtel Group Services. *For more information, refer to www.singtel.com.*

Description: Customised Rebate Scheme (**Customised Scheme**)

Prices (including discounts):

The Customised Scheme comprises of rebates on the customer's total annual spending on selected Singtel, Singtel Mobile and SingNet services.

The rebates offered are as follows:

Table 1: Volume Rebate tiers

(With effect from 28 January 2025) Annual Combined Spending on Singtel, Singtel Mobile and SingNet services	Rebate
S\$11,000,000 - S\$12,999,999	6.00%
S\$13,000,000 - S\$15,999,999	6.75%
S\$16,000,000 - S\$19,999,999	7.25%
S\$20,000,000 and above	7.75%

Key Terms and Conditions

1. **(With effect from 28 January 2025)** The contract term for the Customised Scheme is five (5) years.
2. Spending on services provided by Singtel, Singtel Mobile and SingNet will be included in the total customer spending. For the avoidance of doubt, the total customer spending will include that of the customer and its related companies.
3. At least 50% of the total customer annual spending must be on ISDN, DigiNet, Gigawave, MetroEthernet, Meg@POP, ConnectPlus and SingNet services. If not, the Volume Rebate tier entitled in Table 1 will drop by one tier lower while still allowing the customer to qualify for the rebate scheme.
4. As part of the total customer spending, a minimum annual spending of \$1 million on any of Singtel's technology services, i.e. Professional Services (Technology Services), Cyber Security, Cloud, 5G, Mobile, Communications Platform as a Service (**CPaaS**),

Multi-Edge Computing (**MEC**), Session Initiated Protocol (**SIP**), Cloud/Software as a Service (**SaaS**), M2M/IOT is required.

5. For the Customised Scheme, the services that are eligible for a rebate is as per Table 2.
6. There is no auto-renewal for the Customised Scheme.
7. Services eligible for the rebate must be used for the customer's own infrastructure and cannot be resold.
8. Spending prior to the commencement of the spending period will be accorded a rebate on a pro-rated basis.
9. The customer's eligible expenditure shall exclude all taxes including, but not limited to, goods and services tax, and other value added taxes, duties, levies and similar charges and all premature termination charges. For the avoidance of doubt, any ad-hoc billing adjustments provided by Singtel, Singtel Mobile and SingNet shall be excluded from the total customer spending.
10. **(With effect from 28 January 2025)** The customer's expenditure on Singtel, Singtel Mobile and SingNet services shall be reviewed at the end of each twelve (12) month period. The date of commencement of the twelve (12) month spending period may be determined by the customer and can be no earlier than 1 February 2022 and must be not later than one (1) month after the start of the customer's Customised Scheme. Otherwise, the annual spend commencement date will be the start date of the customer's Customised Scheme.

Suspension and Termination Provisions:

Refer to www.singtel.com

Eligibility:

The Customised Scheme is available to all similarly situated customers and their related companies who accept the terms and conditions of the Customised Scheme in its entirety.

Table 2: Services eligible for rebate

Services	Eligible for rebate	Remarks
1800 LTF	✓	-
ConnectPlus EthernetLine	✓	-
ConnectPlus IP	✓	-
DEL Line	✓	-
DigiNet	✓	MetroEthernet service is classified under DigiNet
International Leased Circuit	✓	-
ISDN	✓	-
Meg@POP	✓	-
PhoneNet	✓	-
PABX	✓	-
SingNet	✓	-